

LISTING OF CLAIMS

1. **(Currently Amended)** A method comprising:
maintaining real-time data for multi-channel communication queuing, wherein the
maintaining comprises:
forming a list of agent data, wherein the agent data includes information
related to regarding
a relationship between an agent and a type[[s]] of communication
media **[[an]]the** agent can access.
2. **(Original)** The method of claim 1, wherein the agent data further includes
information related to the agent's skills.
3. **(Original)** The method of claim 1, further comprising:
maintaining a list of media routes.
4. **(Previously Presented)** The method of claim 3, further comprising:
compiling statistics for the media routes including at least one of: waiting time
during a period, handling time during a period, number of abandon
requests, longest waiting time, percentage of available agents, number of
work items, and number of work items delivered to an agent.
5. **(Previously Presented)** The method of claim 1, further comprising:
compiling statistics for a communication channel of a specified media type
including at least one of: start time, end time, average wait time, average
time spent handling a work item, number of abandon requests, longest
waiting time, percentage of available agents, number of work items,
number of work items delivered to an agent, and number of unassigned
work items

6. **(Previously Presented)** The method of claim 1, further comprising:
compiling statistics for the agent including at least one of: start time, end time,
availability percent, busy percent, aux_work percent, and number of work
items served.
7. **(Previously Presented)** The method of claim 1, further comprising:
compiling a journal for a work item including at least one of: the route for the
work item, escalation history of the work item, start time, end time, and
journal state history.
8. **(Original)** The method of claim 3, further comprising:
assigning a priority value to the media routes.
9. **(Original)** The method of claim 3, further comprising:
setting a maximum number of queued items for the media routes.
10. **(Original)** The method of claim 3, further comprising:
setting a time for escalating a work item.
11. **(Original)** A computer readable storage media comprising:
computer instructions to implement the method of claim 1.
12. **(Original)** A signal in a carrier medium comprising:
computer instructions to implement the method of claim 1.
13. **(Currently Amended)** An apparatus comprising:
means for maintaining real-time data for multi-channel communication queuing,
wherein the means for maintaining comprises:
means for forming a list of agent data, wherein the agent data includes
information ~~related to~~ regarding a relationship between an
agent and a type[[s]] of communication media [[an]]the agent can
access.

14. **(Original)** The apparatus of claim 13, wherein the agent data further includes information related to the agent's skills.
15. **(Original)** The apparatus of claim 13, further comprising:
means for maintaining a list of media routes.
16. **(Previously Presented)** The apparatus of claim 15, further comprising:
means for compiling statistics for the media routes including at least one of:
waiting time during a period, handling time during a period, number of abandon requests, longest waiting time, percentage of available agents, number of work items, and number of work items delivered to an agent.
17. **(Previously Presented)** The apparatus of claim 13, further comprising:
means for compiling statistics for a communication channel of a specified media type including at least one of: start time, end time, average wait time, average time spent handling a work item, number of abandon requests, longest waiting time, percentage of available agents, number of work items, number of work items delivered to an agent, and number of unassigned work items
18. **(Previously Presented)** The apparatus of claim 13, further comprising:
means for compiling statistics for the agent including at least one of: start time, end time, availability percent, busy percent, aux_work percent, number of work items served.
19. **(Previously Presented)** The apparatus of claim 13, further comprising:
means for compiling a journal for a work item including at least one of: the route for the work item, escalation history of the work item, start time, end time, and journal state history.
20. **(Original)** The apparatus of claim 15, further comprising:
means for assigning a priority value to the media routes.

21. **(Original)** The apparatus of claim 15, further comprising:
means for setting a maximum number of queued items for the media routes.
22. **(Original)** The apparatus of claim 15, further comprising:
means for setting a time for escalating a work item.
23. **(Currently Amended)** A database structure comprising:
a set of real-time data for a multi-channel communication queuing system; and
a list of agent data, wherein the agent data includes information ~~related to~~
regarding a relationship between an agent and a type[[s]] of
communication media ~~[[an]]~~the agent can access.
24. **(Original)** The database structure of claim 23, wherein the agent data
further includes information related to the agent's skills.
25. **(Original)** The database structure of claim 23, further comprising:
a list of media routes.
26. **(Previously Presented)** The database structure of claim 25, further
comprising:
a statistics table for the media routes including at least one of: waiting time during
a period, handling time during a period, number of abandon requests,
longest waiting time, percentage of available agents, number of work
items, and number of work items delivered to an agent.
27. **(Previously Presented)** The database structure of claim 23, further
comprising:
a statistics table for a communication channel of a specified media type including
at least one of: start time, end time, average wait time, average time spent
handling a work item, number of abandon requests, longest waiting time,
percentage of available agents, number of work items, number of work
items delivered to an agent, and number of unassigned work items

28. **(Previously Presented)** The database structure of claim 23, further comprising:
a statistics table for the agent including at least one of: start time, end time, availability percent, busy percent, aux_work percent, and number of work items served.
29. **(Previously Presented)** The database structure of claim 23, further comprising:
a journal table for a work item including at least one of: the route for the work item, escalation history of the work item, start time, end time, and journal state history.
30. **(Original)** The database structure of claim 25, further comprising:
priority values for the media routes.
31. **(Original)** The database structure of claim 25, further comprising:
a maximum number of queued items for the media routes.
32. **(Original)** The database structure of claim 25, further comprising:
a time for escalating a work item.
33. **(New)** The method of claim 1, wherein the relationship is one of a plurality of relationships for the agent, wherein each relationship corresponds to a different type of communication media.
34. **(New)** The method of claim 33, wherein the agent data further includes a corresponding status of the agent with respect to each communication media with which the agent has a relationship.
35. **(New)** The method of claim 34, wherein each corresponding status of the agent is maintained in real-time.

36. **(New)** The apparatus of claim 13, wherein the relationship is one of a plurality of relationships for the agent, wherein each relationship corresponds to a different type of communication media.

37. **(New)** The apparatus of claim 36, wherein the agent data further includes a corresponding status of the agent with respect to each communication media with which the agent has a relationship.

38. **(New)** The apparatus of claim 37, wherein each corresponding status of the agent is maintained in real-time.

39. **(New)** The database structure of claim 23, wherein the relationship is one of a plurality of relationships for the agent, wherein each relationship corresponds to a different type of communication media.

40. **(New)** The database structure of claim 39, wherein the agent data further includes a corresponding status of the agent with respect to each communication media with which the agent has a relationship.

41. **(New)** The database structure of claim 40, wherein each corresponding status of the agent is maintained in real-time.